MERCURY

Effective Administrative Skills

7 – 11 June 2027
Cape Town (South Africa)



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Ref: 15661_1065525 **Date:** 7 – 11 June 2027 **Location:** Cape Town (South Africa) **Fees:** 5300 Euro

Introduction:

The skills of an effective administrator are the cornerstone of a successful organization in today's fast-paced and dynamic business world. This Effective Administrative Skills training course provides participants with theoretical knowledge and practical application, allowing them to master essential administrative skills and contribute effectively to their organizations' growth and success. They will understand the definition of administrative skills and explore an effective administrator's skills through in-depth learning and hands-on practice.

Developing an effective administrative system is for any organization's functionality. This Effective Administrative Skills course emphasizes the operational skills that effective administrative assistants possess and continuously improve upon. From the inception of administrative policies to their execution, participants will learn how an efficient administrative system underpins every successful business operation, ensuring that the administration department's duties align with organizational goals and contribute notably to organizational success.

Targeted Groups:

This Effective Administrative Skills course will benefit experienced administrative personnel, office managers, executive assistants, and those in the administrative domain looking to take their careers to the next level. Additionally, it is ideal for individuals aiming for higher-level administrative roles and aspiring to learn impactful administrative skills.

Course Objectives:

At the end of this Effective Administrative Skills course, participants will be equipped to:

- Apply high-level administrative skill sets and demonstrate strong administrative skills.
- Communicate efficiently and effectively in a workplace setting.
- Utilize time management strategies and productivity tools to enhance efficiency.
- Efficiently organize and oversee projects and special events.
- Handle sophisticated office technology and software with confidence.
- Grow leadership qualities and make informed decisions with ease.

Targeted Competencies:

Participants in this Effective Administrative Skills training will develop the following competencies:

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- Advanced organizational and planning abilities, highlighting the importance of administrative skills.
- Mastery in communication—both verbal and non-verbal.
- Implementing time management practices and understanding prioritization.
- Overseeing projects and events with great administrative skills.
- Proficiency in the latest office technology and software relevant to administrative tasks.
- Leadership acumen paired with strategic decision-making.

Course Content:

Unit 1: Strategic Planning:

- Grasping the significance of strategic planning for effective administrative management and aligning with the broader organizational vision.
- Task Management: Streamlining responsibilities and using task management software efficiently.
- Resource Allocation: Applying diligent resource allocation strategies to meet organizational objectives.
- Workflow Optimization: Simplifying workflow to boost productivity and mitigate inefficiency.
- Documentation and Record Keeping: Best practices for meticulous records and administration.

Unit 2: Effective Communication Strategies:

- Verbal and Non-Verbal Communication: Enhancing communication skills for clear message delivery.
- Business Writing: Crafting professional and concise emails, reports, and memos.
- Active Listening: Developing listening skills for improved interpersonal interactions.
- Conflict Resolution: Techniques for addressing and resolving workplace disputes.
- Public Speaking and Presentation Skills: Executing persuasive and engaging presentations.

Unit 3: Time Management and Productivity Techniques:

- Time Management Tools: Effectively use tools like calendars and planners to manage commitments.
- Prioritization Techniques: Identifying high-impact tasks for improved productivity.
- Delegation: Mastering task assignments to optimize team capabilities.
- Avoiding Procrastination: Techniques for staying focused and productive.
- Work-Life Balance: Striking the right balance for a fulfilling professional and personal life.

Unit 4: Project and Event Management:

- Project Planning: Key steps to initiate and manage successful projects.
- Budget Management: Creating and adhering to financial plans for projects and events.
- Risk Management: Identifying and mitigating project risks.
- Event Coordination: Organizing seamless corporate functions and conferences.
- Evaluation and Feedback: Analyzing outcomes and using feedback for improvement.

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Unit 5: Proficiency in Office Technology and Software:

- Office Software Mastery: Gaining advanced knowledge in crucial software like Microsoft Office and Google Workspace.
- Data Management: Skilled data handling, including entry, analysis, and reporting.
- Digital Communication Tools: Efficiently employing email, video conferencing, and collaboration tools.
- Cybersecurity Awareness: Understanding basic cybersecurity practices to protect sensitive information.
- Tech Troubleshooting: Resolving common technical issues in the office environment.